

CLAIMS

1. - 24. (Cancelled)

25. (Previously amended) A method of automating customer assistance associated with a machine, comprising the steps of:

said machine automatically recognizing a malfunction using sensors and software co-located with said machine;

said machine automatically collecting machine data including machine identification, customer identification, machine location, diagnostics/error codes, operational history and operational status, in a database associated with said machine;

said machine automatically creating a document containing said machine data;

said machine automatically transmitting said document over a data network to a remote enterprise from said machine utilizing communication equipment associated with said machine;

processing said document at said remote enterprise; and

said remote enterprise automatically proceeding with at least one of the following:

i) scheduling initiation of a telephone call by enterprise help-desk facility personnel to a customer associated with said machine to provide customer support and corrective action;

ii) transmitting corrective action over said data network directly to said machine;

iii) escalating said fault analysis to an advanced customer support unit within said remote enterprise.

26. (Cancelled).

27. (Cancelled).

28. (Cancelled).

29. (Cancelled).

30. (Currently amended) The method of claim [27]25 wherein said document is transmitted to said remote enterprise concurrently with a customer initiating communication telephonically with said remote enterprise.

31. (Currently amended) The method of claim [29]30 wherein said remote enterprise processes said document prior to communicating with a customer associated with said machine.

32. (Cancelled).

33. (Cancelled).

34. (Previously amended) The method of claim 25 further comprising the step of:
interacting telephonically with a customer associated with said machine after said document is processed at said remote enterprise.

35. (Previously amended) The method of claim 25 wherein said document is formatted in an object description language prior to transmission over said data network.

36. (Previously amended) A method of automating customer assistance associated with a photocopying machine, comprising the steps of:

said photocopying machine automatically recognizing a malfunction using sensors and software co-located with said machine;

said photocopying machine automatically collecting machine data including machine identification, customer identification, machine location, diagnostics/error codes, operational history and operational status, in a database associated with said photocopying machine;

said photocopying machine automatically creating a document containing said machine data;

said photocopying machine automatically transmitting said document over a data network to a remote enterprise from said machine utilizing communication equipment associated with said photocopying machine; and

said remote enterprise automatically proceeding with at least one of the following:

i) scheduling initiation of a telephone call by enterprise help-desk facility personnel to the customer identified as associated with said photocopying machine to provide customer support and corrective action;

ii) transmitting corrective action over said data network directly to said photocopying machine;

iii) escalating said fault analysis to an advanced customer support unit within said remote enterprise.

37. (Cancelled).

38. (Previously amended) The method of claim 36 wherein said document is transmitted to said remote enterprise concurrently with a customer initiating communication telephonically with said remote enterprise.

39. (Previously Presented) The method of claim 38 further comprising the step of:

processing said document at said remote enterprise utilizing a remote enterprise database of corrective actions.

40. (Previously amended) The method of claim 39 wherein said document is processed at said remote enterprise for fault analysis of said photocopying machine.

41. (Previously amended) The method of claim 36 wherein said remote enterprise processes said document prior to communicating with a customer associated with said photocopying machine.

42. (Previously amended) The method of claim 41 further comprising the step of:
interacting telephonically with a customer associated with said photocopying machine after said document is processed at said remote enterprise.

43. (Previously amended) The method of claim 36 further comprising the step of:
automatically requesting additional data from said photocopying machine by said remote enterprise over said data network.

44. (Previously Presented) The method of claim 42 wherein said document is formatted in an object description language prior to transmission over said data network.

45. (Cancelled).

46. (Cancelled).

47. (Cancelled).

48. (Cancelled).